PETRE POPESCU

petrepopescu21@gmail.com │ +40 727 350 673

About me

A creative professional problem solver with a best of both worlds background in troubleshooting and programming. Quick to master new technologies, experienced in a fast-paced multi-cultural environment and passionate about delivering high quality results.

Experience

July 2016 - Present

Azure App Services Support Engineer
MICROSOFT

Offering support for certain PaaS services in Azure (App Services, Function Apps, ASEs) as well as related technologies (IIS, Kudu) and concepts (SSL security, DNS services, Load Balancing) while enabling customers to develop, deploy, troubleshoot, migrate and integrate their cloud-based solutions with the existing on-premises infrastructure. Currently focused on customer using Open Source technologies (Node.JS, PHP, Python).
Participated in multiple hackathon-style events as a mentor.

July 2015 - June 2016

Bug Diagnostics Engineer - Customizations Technical Lead
ORACLE

As a Technical Lead my focus was shifted towards team enabling. This includes handling escalations, technical guidance, skill assessment, management meetings and handling ambiguous situations. During this period I have on-boarded three new hires using one-on-one training sessions and shadowing techniques.

July 2015 - June 2016

Bug Diagnostics Engineer - Customizations
ORACLE

Bug Diagnostics Engineers are the top support tier in Oracle. Focused on customizable areas of Oracle Service Cloud, public APIs and other integrated products (Oracle Policy Automation, LiveLook, Oracle Social Network, etc.), this position requires diagnosing and documenting both product and documentation defects, a strong collaboration with the development team and working with technical customers for troubleshooting custom integrations and implementations.

July 2015 - June 2016

Technical Support Engineer
ORACLE

Technical support for the Oracle Service Cloud (formerly known as RightNow) cloud-based CRM. During this period I was part of the 'First Responders' team as a first point of contact for customers.

July 2015 - June 2016

Software Developer
KA&TE ASSOCIATES

Developing custom PHP-based web-apps and websites either from ground-up or by adapting existing website frameworks, testing and identifying any technical issues.

July 2015 - June 2016

System Administrator
KA&TE ASSOCIATES

Monitoring and maintaining the computer systems, servers, databases and network of clients; Troubleshooting software and hardware issues; Upgrading and optimizing information systems; Offering direct support and feedback to clients via phone, email or a ticketing system.

Soft Skills

Five years of experience in direct customer support in an international and multi-cultural environment Both a great team worker and an emphatic leader with experience in setting the team up for success by understanding individual needs and offering the proper help with long term positive effects. Fluent in English and Romanian.

Technical Skills

A strong open-source web development background with **Node.js** and **PHP** in both Full-Stack and decoupled approaches. Heavily focused on the microservices architecture approach with **Node.js** and **Express** or **Koa** as the server-side technology for building **RESTful APIs** and with JS frameworks (mainly **Vue.js**) for the front end side with a strong knowledge of **HTML5**, **CSS3** and **Javascript**. Comfortable and experienced with server-side rendering and templating with **Handlebars.js**, **Moustache**, **Pug** (formerly known as Jade) and **Vue**.
Highly experienced with the Microsoft Azure PaaS offering - **App Services** and Azure **Functions**. Good knowledge of setting up web servers with both Windows (using **IIS** and IISNODE) and Linux (using NodeJS and **NGINX**) as well as deployment and source control mechanism such as **GIT** and **VSTS**. Experienced with **multi-instance** design patterns and best practices. An advocate of the **TDD** (Test-Driven Development) approach with **Mocha+Chai** for unit testing and **Nightwatch** for E2E testing.

Certifications

Exam 533 - Implementing Microsoft Azure Infrastructure Solutions
Issuer: Microsoft
Date obtained: June 2017

Certificate in Advanced English - Council of Europe Level C1
Issuer: University of Cambridge
Date obtained: June 2006

Education

2013-2015

Master of Engineering (MEng) - Database Administration
"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF AUTOMATIC CONTROL AND COMPUTER SCIENCE

Field of Study: Data Modeling/Warehousing and Database Administration.
Dissertation thesis: Software solution for optimization personnel recruitment based on data mining technologies - "Recruitment Helper"

2008-2012

Bachelor of Engineering (BEng) - Applied Electronics
"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF ELECTRONICS, TELECOMMUNICATIONS AND INFORMATION TECHNOLOGY

Field of Study: Electronics and Telecomunication with a focus on applied electronics.
Diploma thesis: Residence Automation based on integrated programmable devices.

2004-2008

Highschool
"ALEXANDRU IOAN CUZA" THEORETICAL HIGHSCHOOL OF BUCHAREST

Mathematics and Programming, intensive Programming program